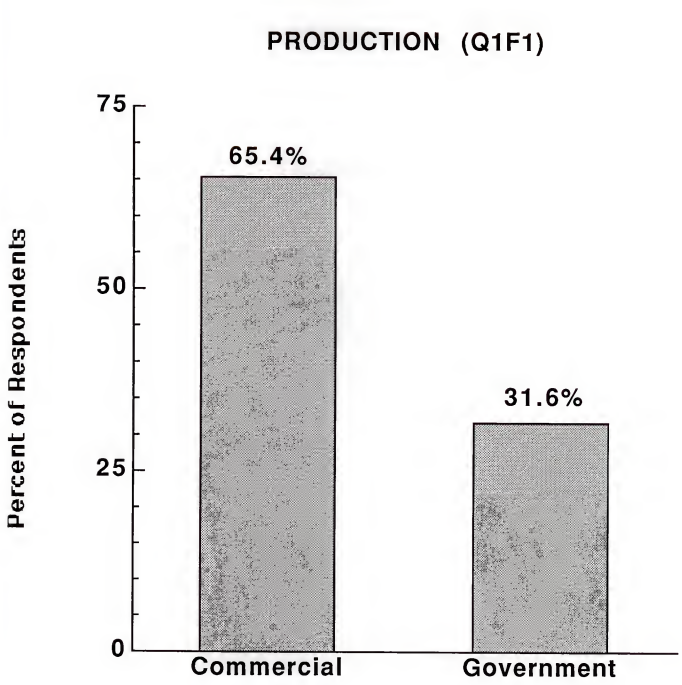
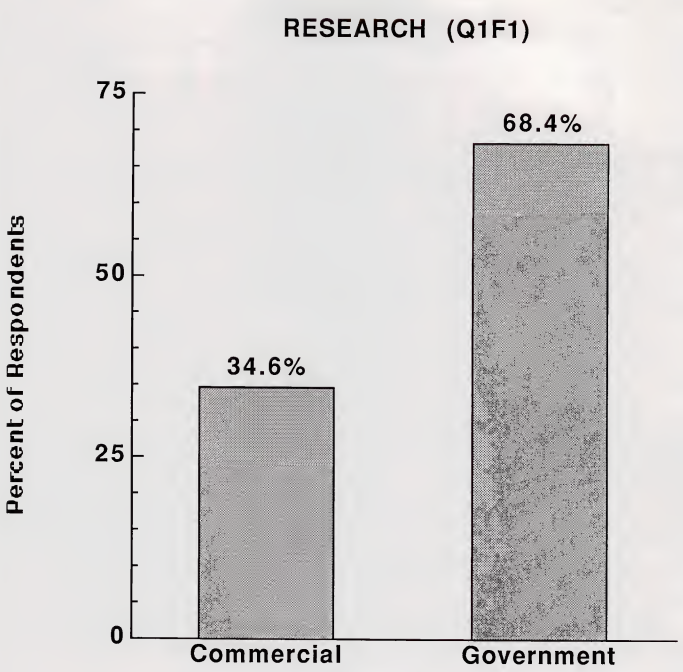
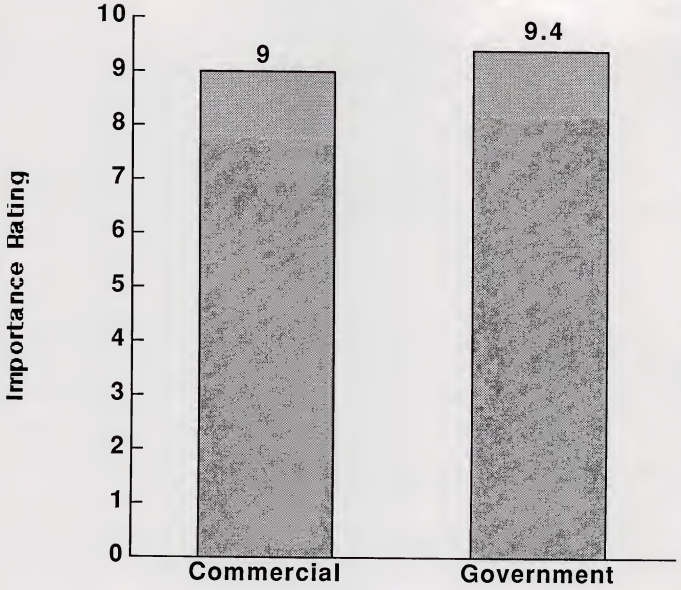
Presentation to Cray

July 1986

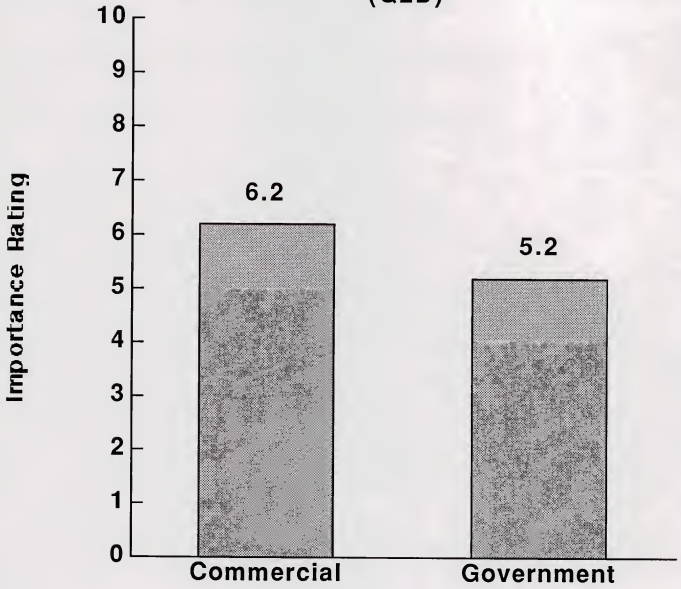

PRODUCTION (Q1F1)
Percent of Respondents
75
50
25
0
65.4%
31.6%
Commercial
Government


RESEARCH (Q1F1)
Percent of Respondents
75
50
25
0
34.6%
68.4%
Commercial
Government

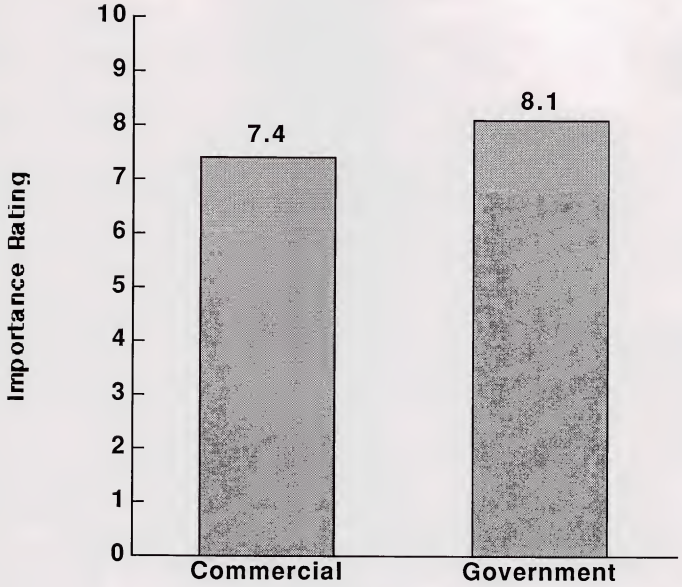
SYSTEM PERFORMANCE (Q2A)



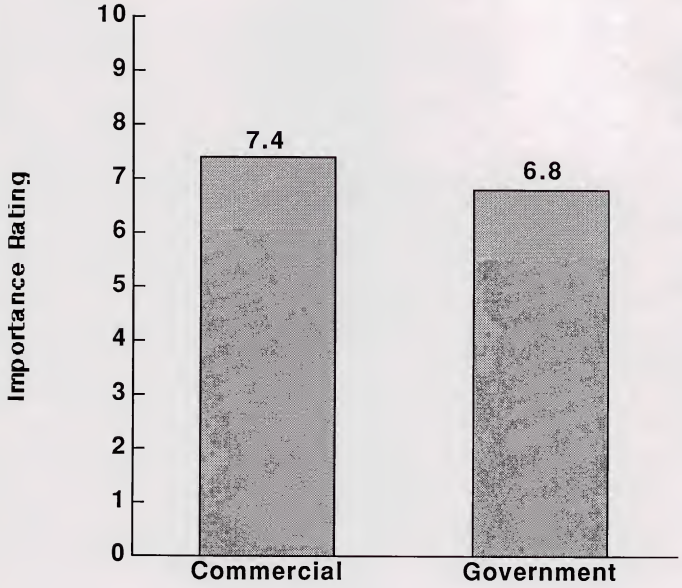
AVAILABILITY OF APPLICATION SOFTWARE (Q2D)



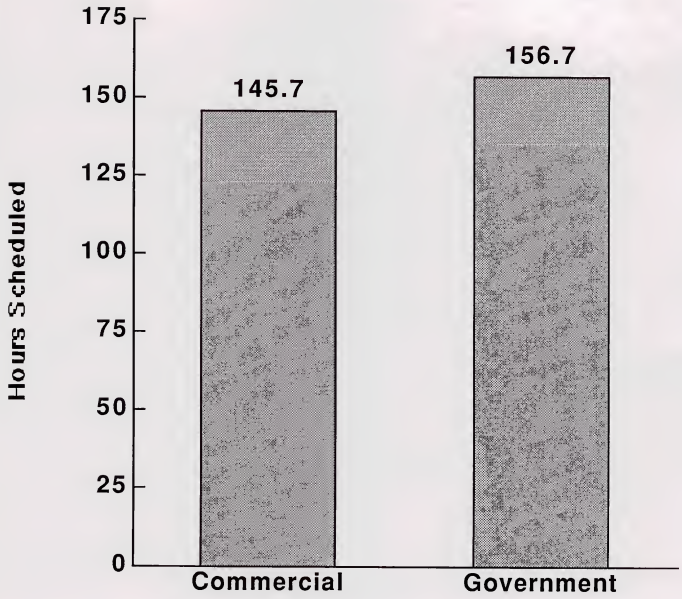
VENDOR MAINTENANCE REPAIR (Q2E)

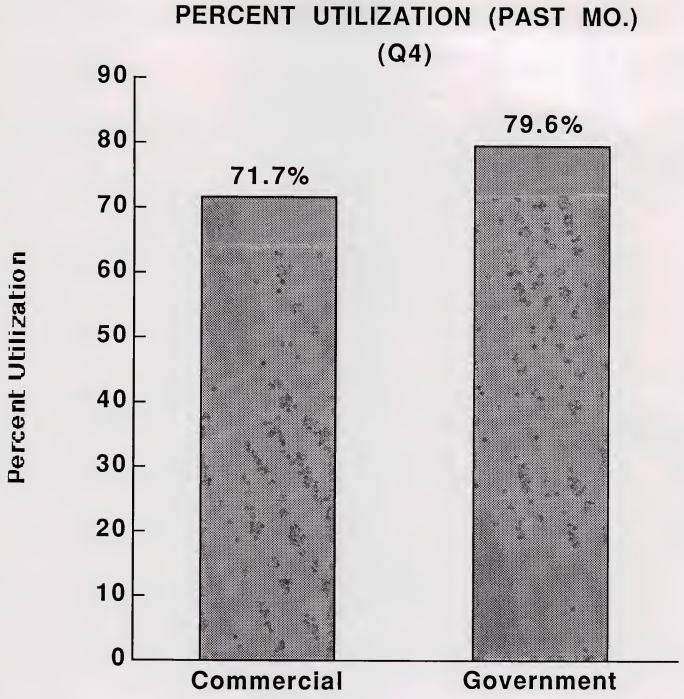


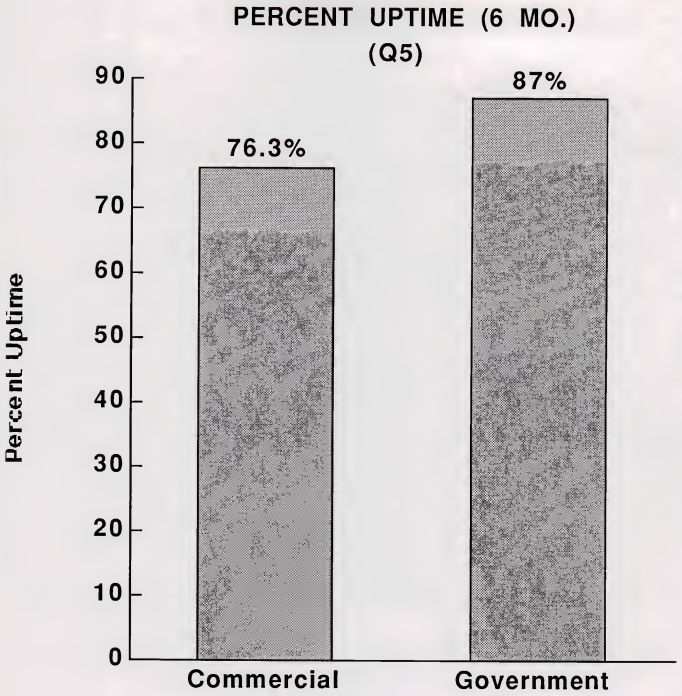
OVERALL SYSTEM PRICE (Q2F)



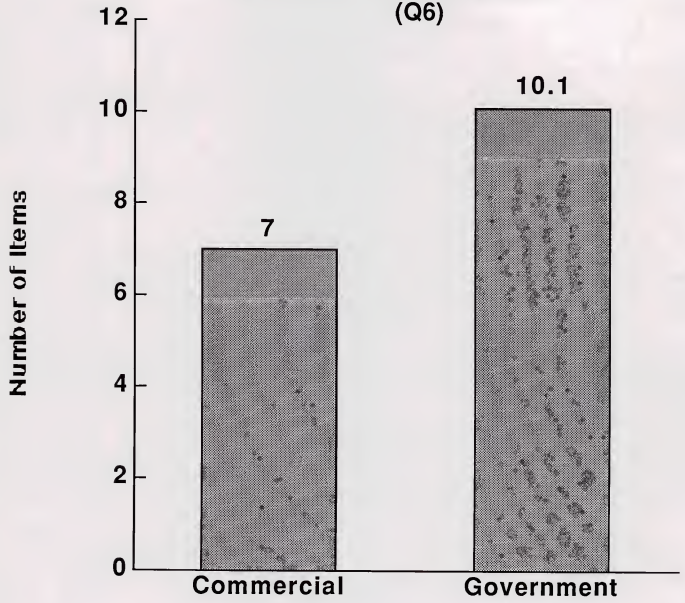
HOURS/WEEK SCHEDULED (Q3)



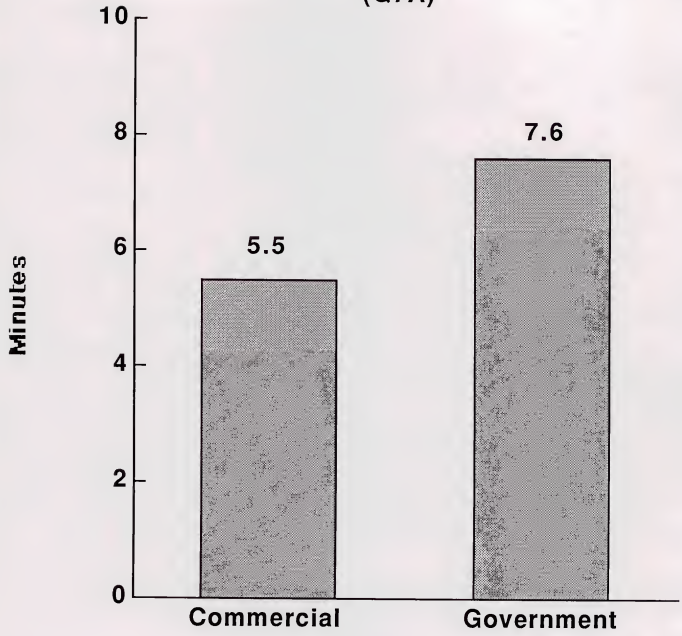

PERCENT UTILIZATION (PAST MO.)
(Q4)
Percent Utilization
90
80
70
60
50
40
30
20
10
0
71.7%
79.6%
Commercial
Government


PERCENT UPTIME (6 MO.)
(Q5)
Percent Uptime
90
80
70
60
50
40
30
20
10
0
76.3%
87%
Commercial
Government

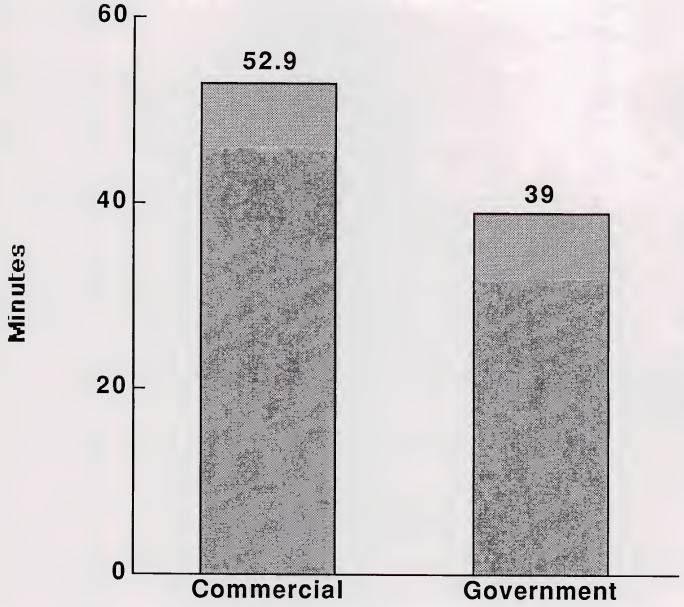
NUMBER OF HARDWARE OR SOFTWARE INTERRUPTIONS/MONTH (Q6)



RESPONSE TIME FOR REGULAR SHIFT
(Q7A)

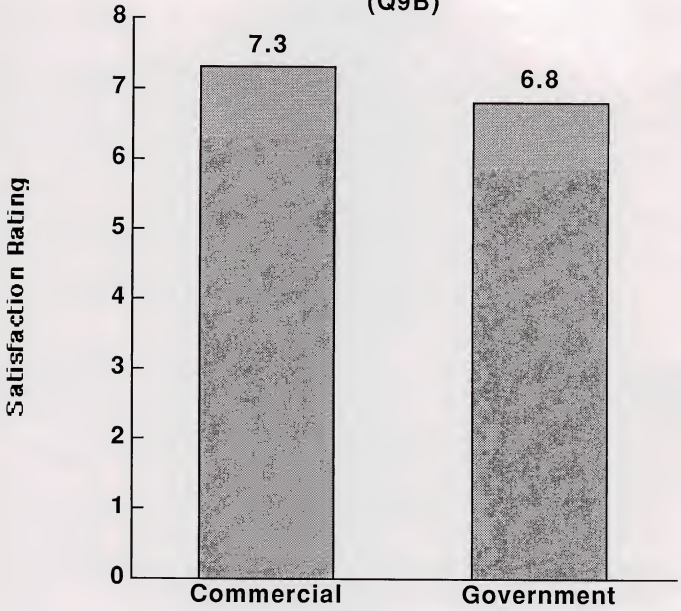


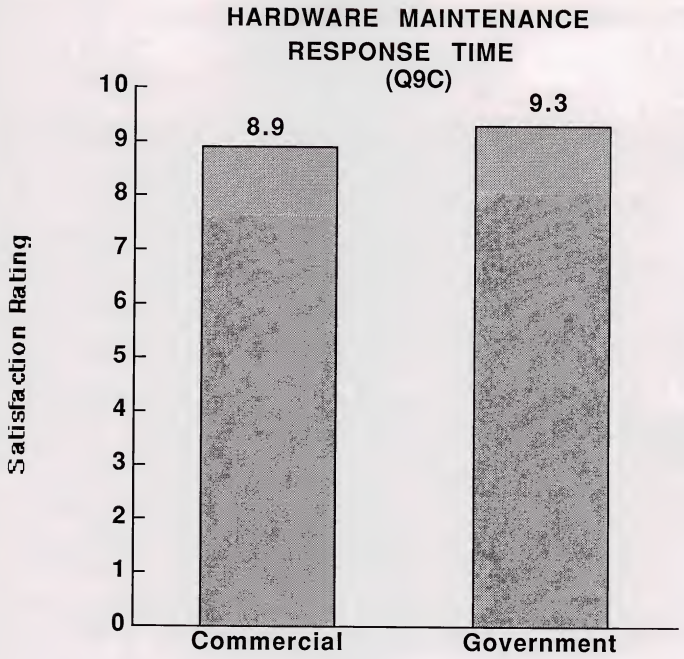
RESPONSE TIME FOR OFF SHIFT (Q7B)



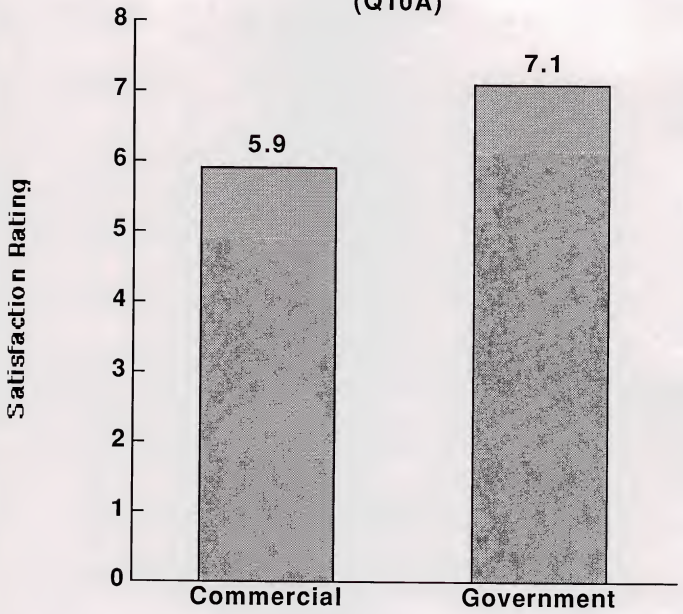
PERIPHERAL AVAILABILITY/RELIABILITY

(Q9B)

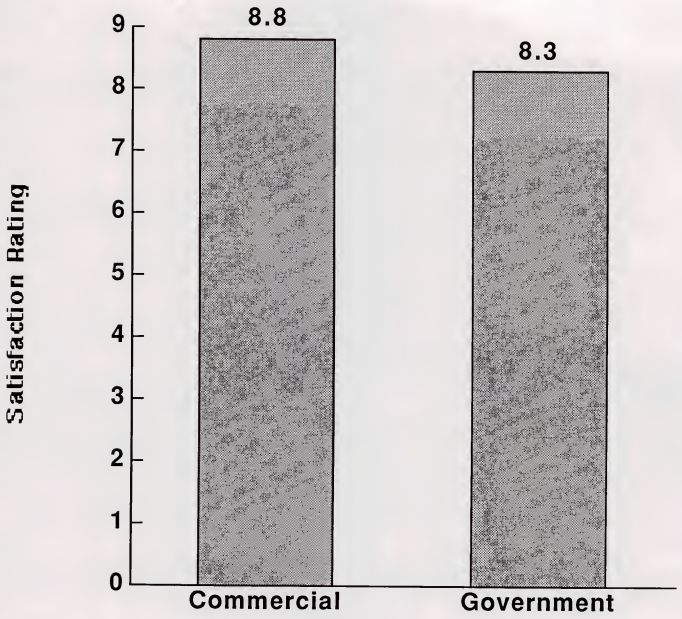



HARDWARE MAINTENANCE
RESPONSE TIME
(Q9C)
Satisfaction Rating
10
9
8
7
6
5
4
3
2
1
0
8.9
9.3
Commercial
Government

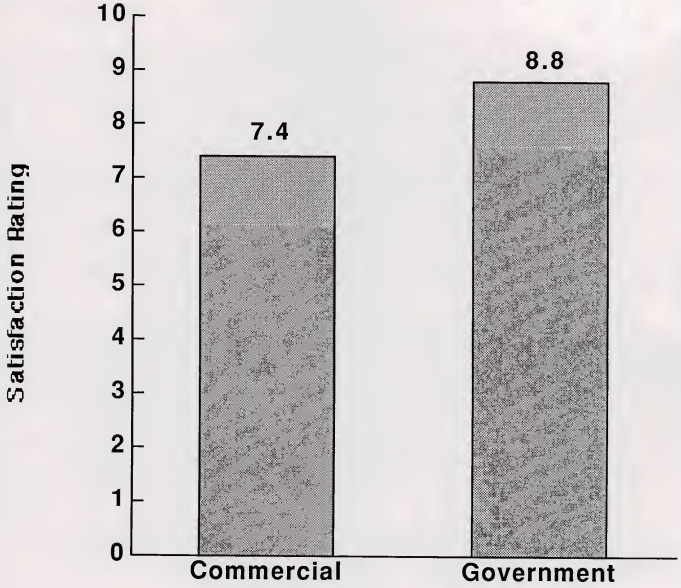
QUALITY OF DIAGNOSTIC PROCEDURES (Q10A)



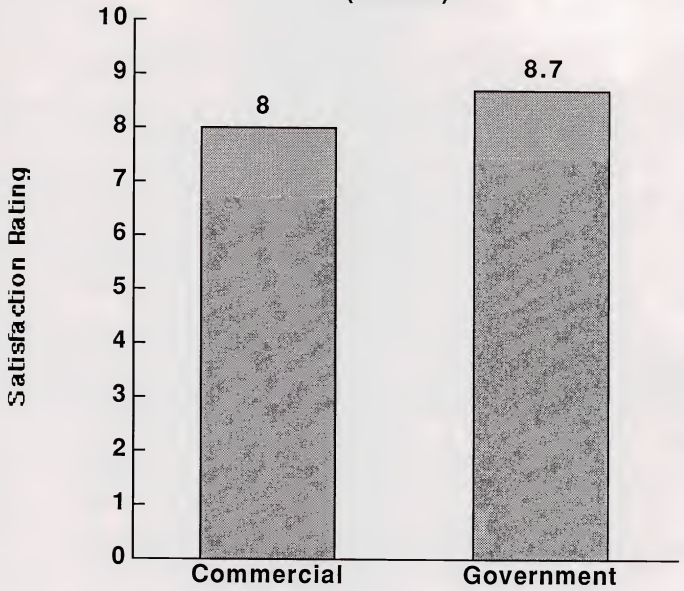
HARDWARE DOCUMENTATION (Q11B2)

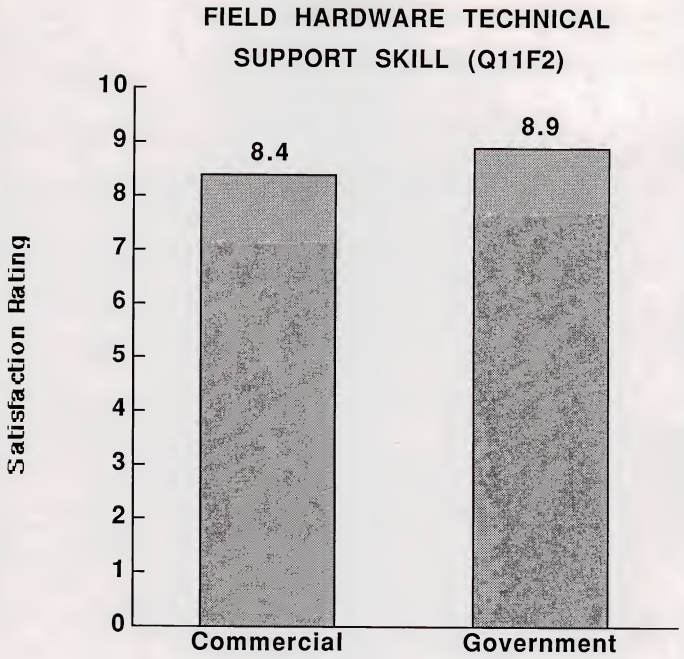


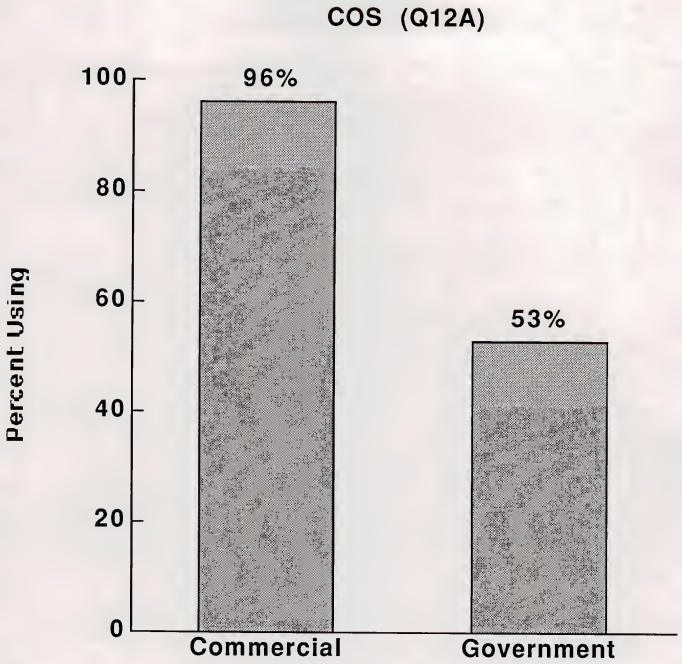
ESCALATION PROCEDURES (Q11D2)

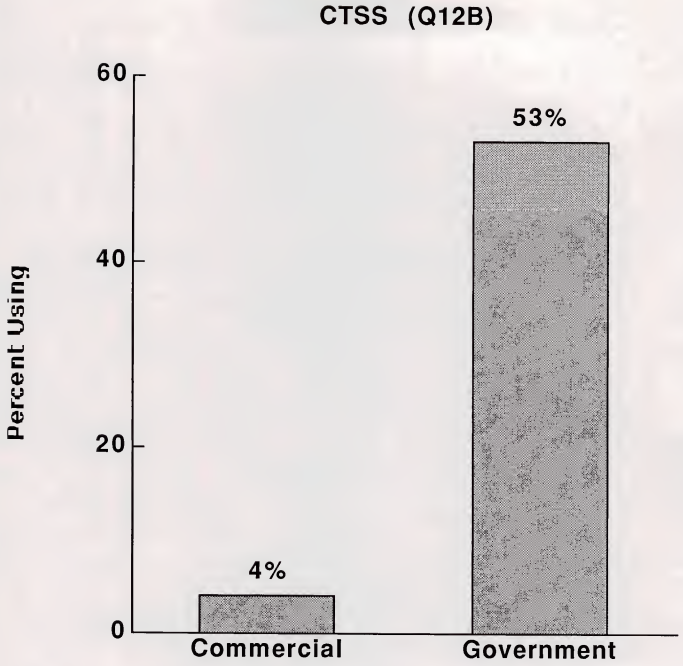


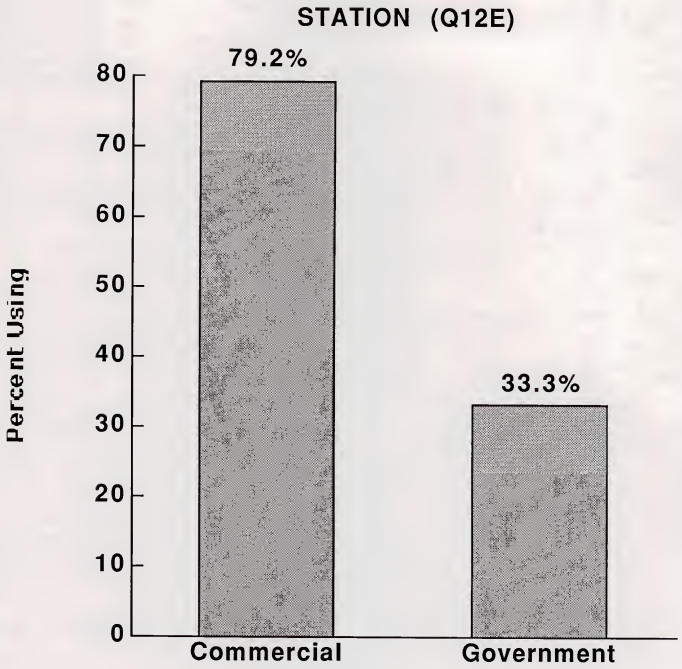
ON-SITE CUSTOMER ENGINEER SKILL
(Q11E2)



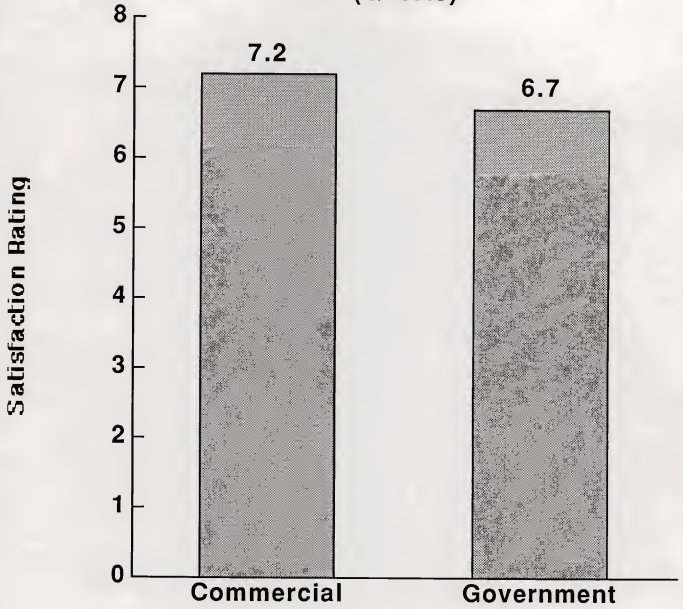

FIELD HARDWARE TECHNICAL
SUPPORT SKILL (Q11F2)
Satisfaction Rating
10
9
8
7
6
5
4
3
2
1
0
8.4
8.9
Commercial
Government

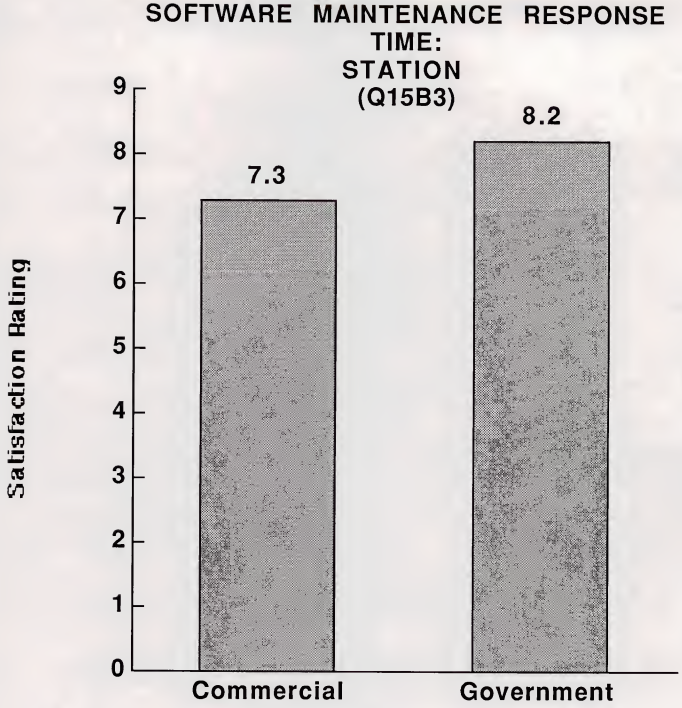

COS (Q12A)
Percent Using
100
80
60
40
20
0
96%
53%
Commercial
Government


CTSS (Q12B)
Percent Using
60
40
20
0
53%
4%
Commercial
Government

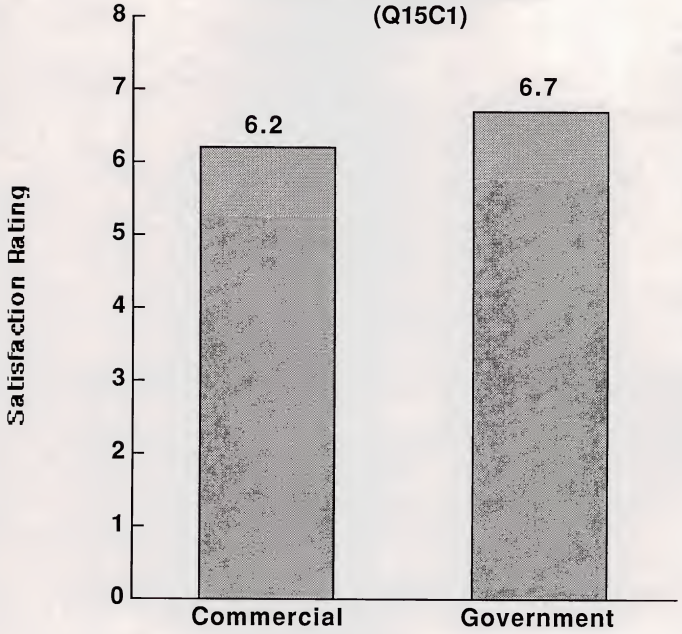

STATION (Q12E)
79.2%
33.3%
Percent Using
80
70
60
50
40
30
20
10
0
Commercial
Government

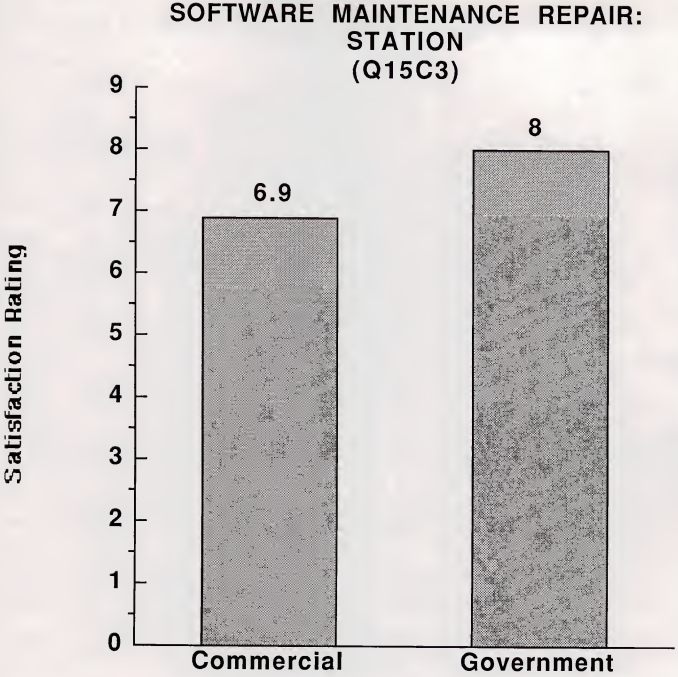
STATION AVAILABILITY/RELIABILITY (Q15A3)



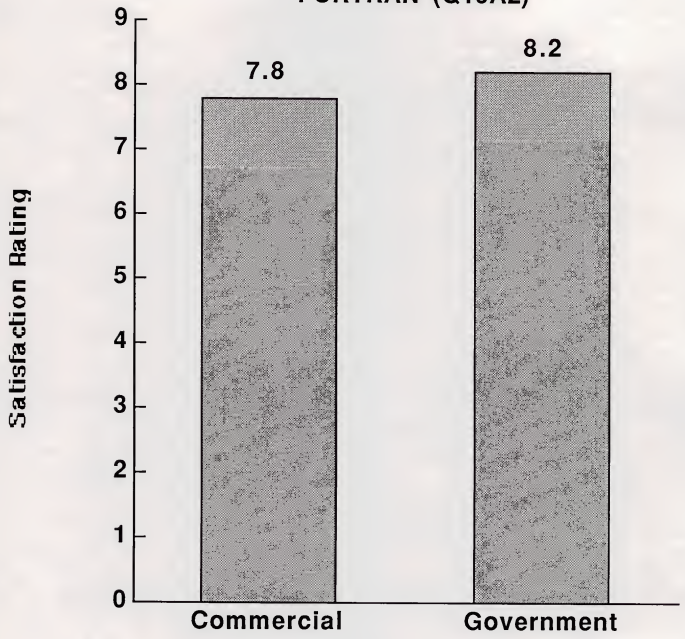

SOFTWARE MAINTENANCE RESPONSE TIME:
STATION
(Q15B3)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
7.3
8.2
Commercial
Government

SOFTWARE MAINTENANCE REPAIR TIME: OPERATING SYSTEM (Q15C1)

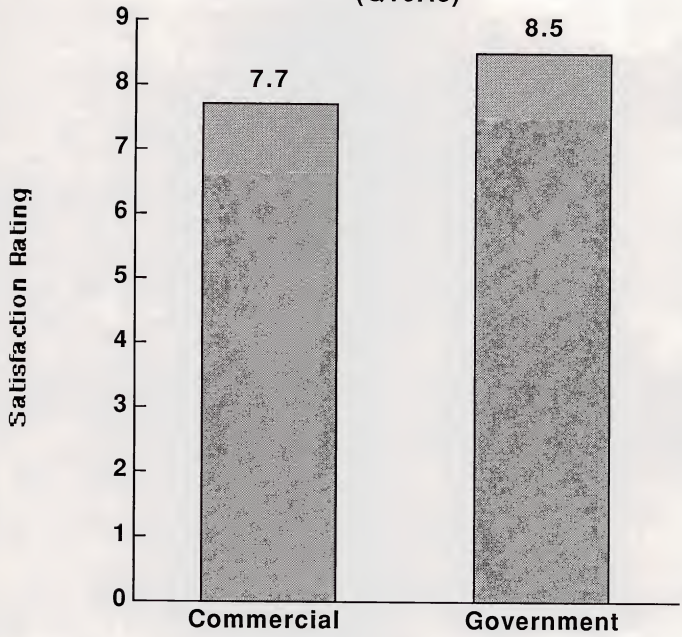



SOFTWARE MAINTENANCE REPAIR:
STATION
(Q15C3)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
6.9
8
Commercial
Government

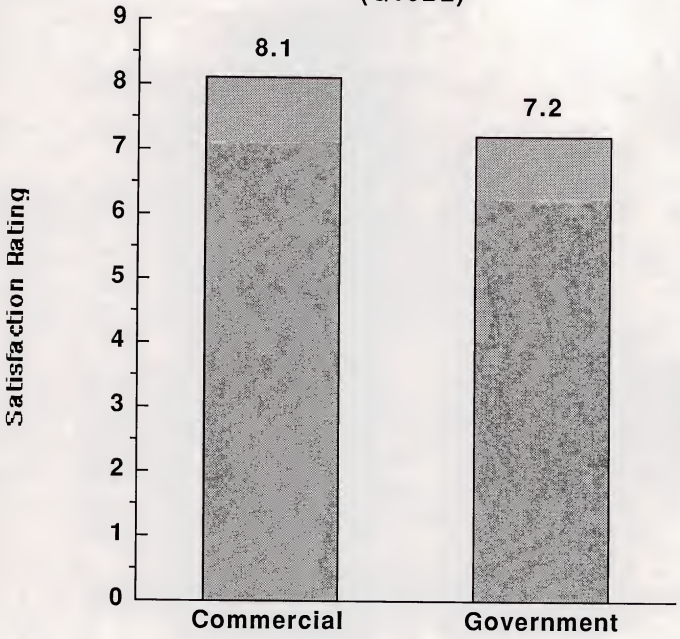
ON-SITE SOFTWARE ANALYST: FORTRAN (Q16A2)

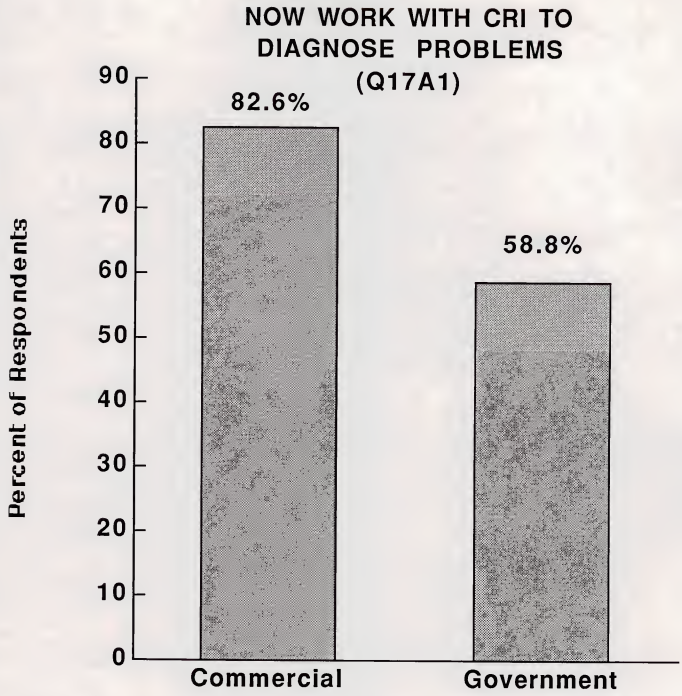


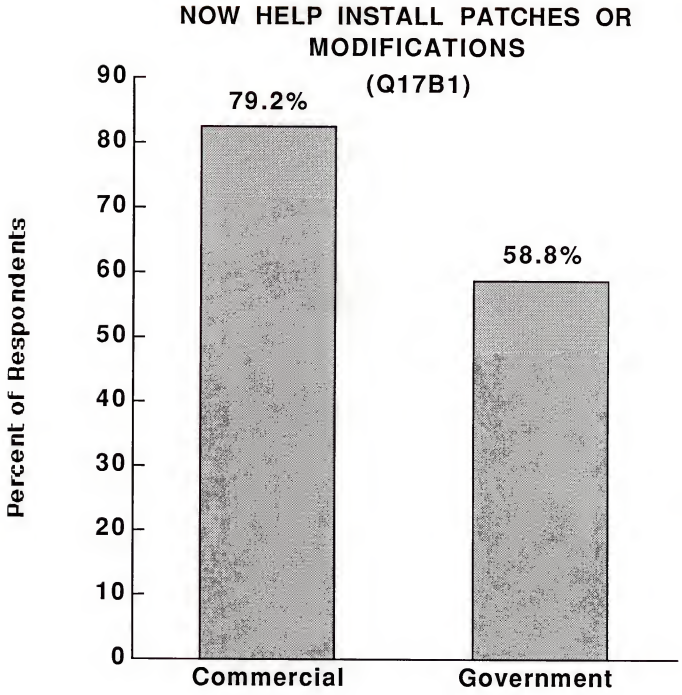
ON-SITE SOFTWARE ANALYST: STATION (Q16A3)

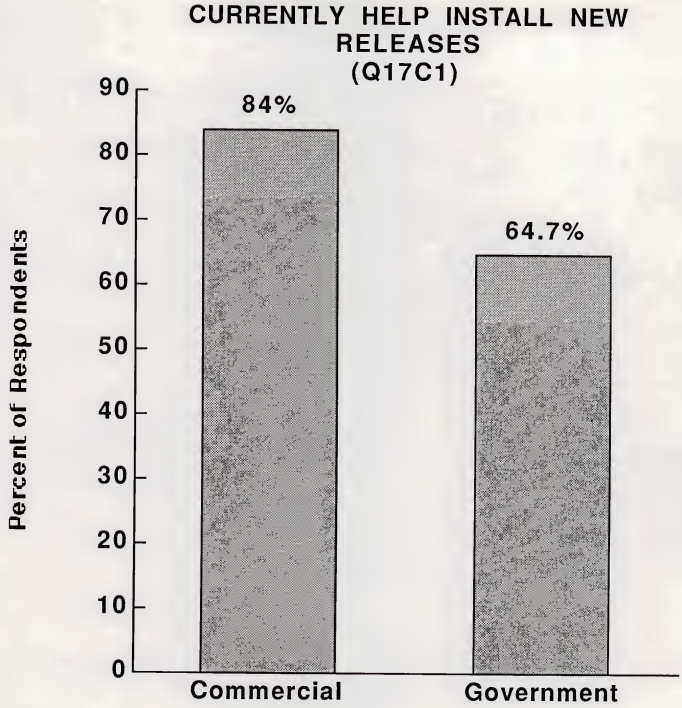


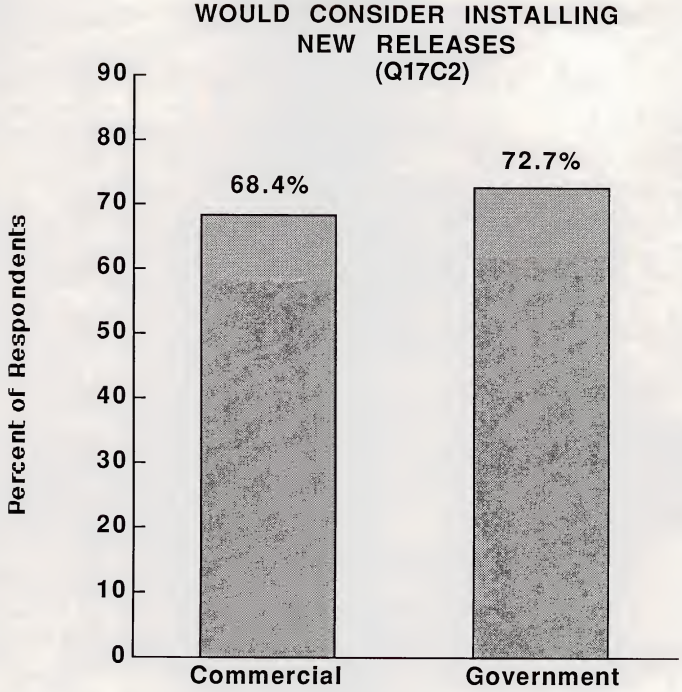
FIELD SOFTWARE ANALYST: FORTRAN
(Q16B2)



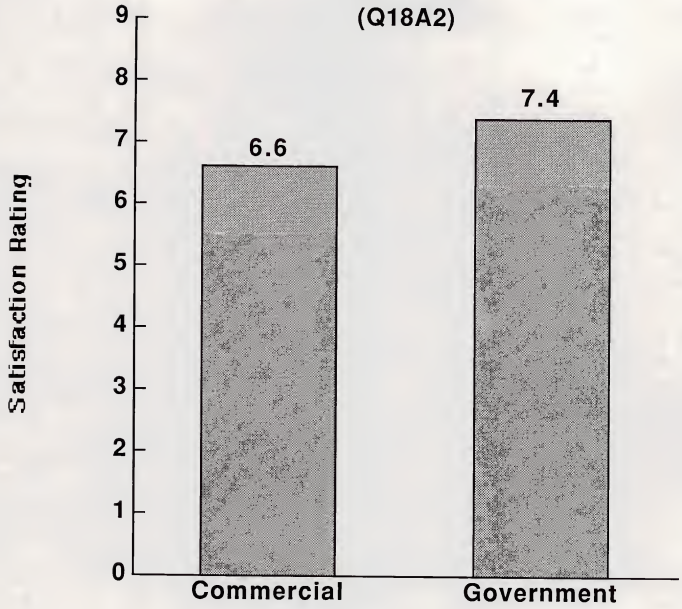

NOW WORK WITH CRI TO
DIAGNOSE PROBLEMS
(Q17A1)
Percent of Respondents
90
80
70
60
50
40
30
20
10
0
82.6%
58.8%
Commercial
Government


NOW HELP INSTALL PATCHES OR MODIFICATIONS
(Q17B1)
Percent of Respondents
90
80
70
60
50
40
30
20
10
0
79.2%
58.8%
Commercial
Government

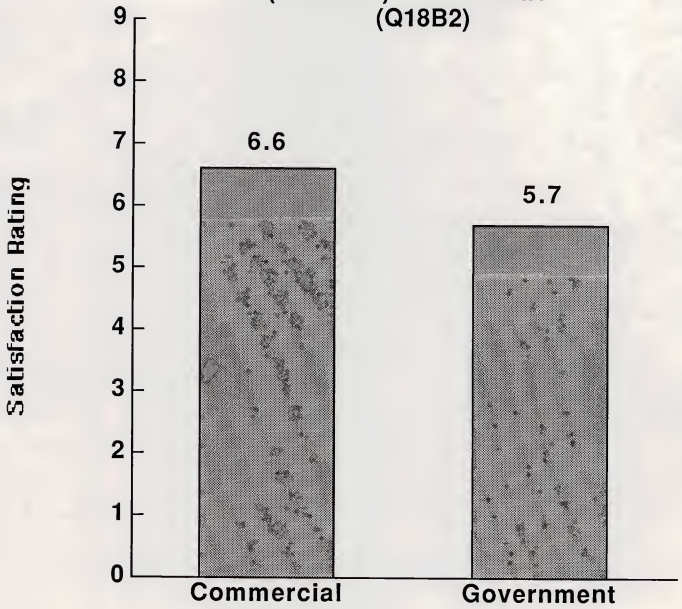

CURRENTLY HELP INSTALL NEW RELEASES (Q17C1)
Percent of Respondents
90
80
70
60
50
40
30
20
10
0
84%
64.7%
Commercial
Government

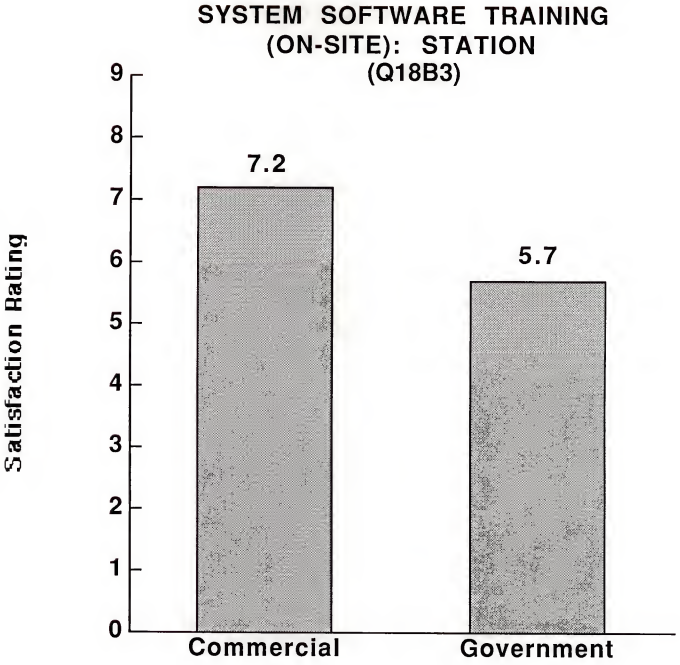

WOULD CONSIDER INSTALLING
NEW RELEASES
(Q17C2)
Percent of Respondents
90
80
70
60
50
40
30
20
10
0
68.4%
72.7%
Commercial
Government

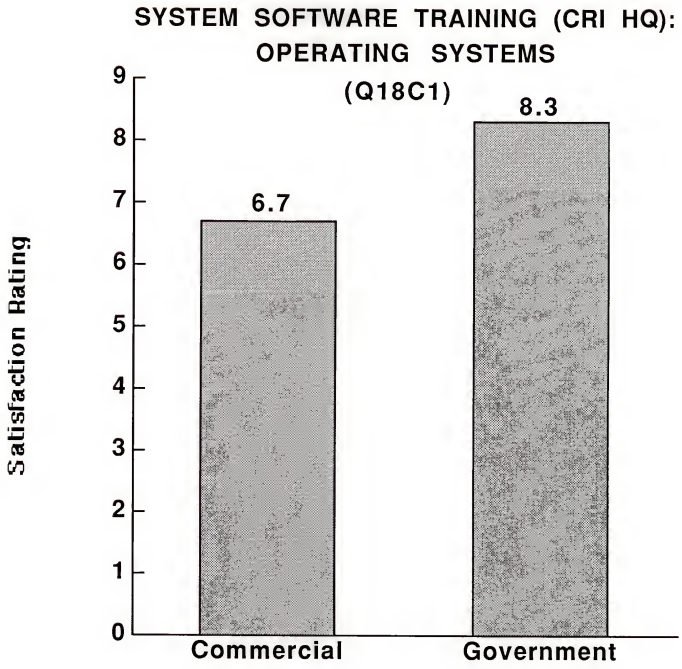
SYSTEM SOFTWARE DOCUMENTATION: FORTRAN (Q18A2)

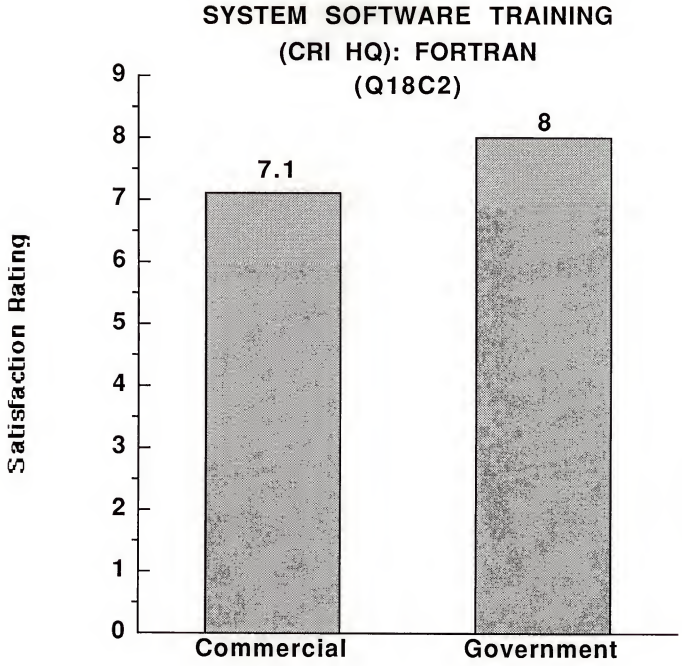


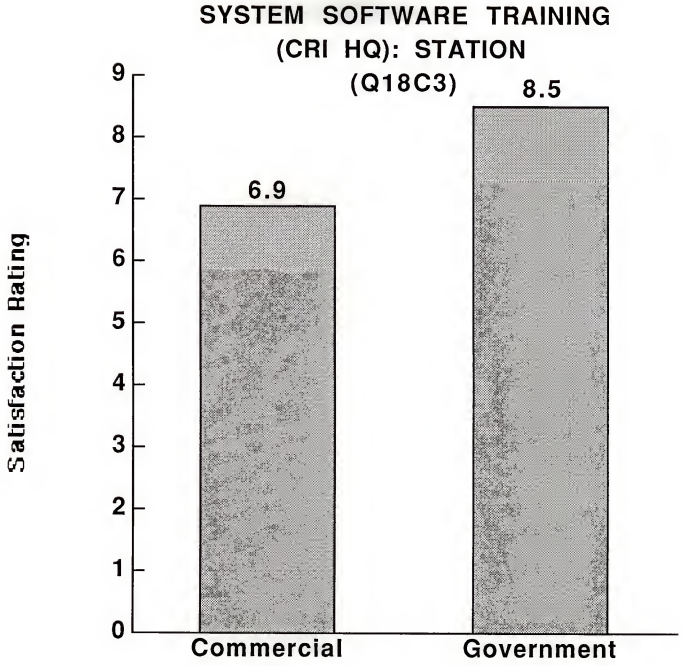
SYSTEM SOFTWARE TRAINING (ON-SITE): FORTRAN (Q18B2)

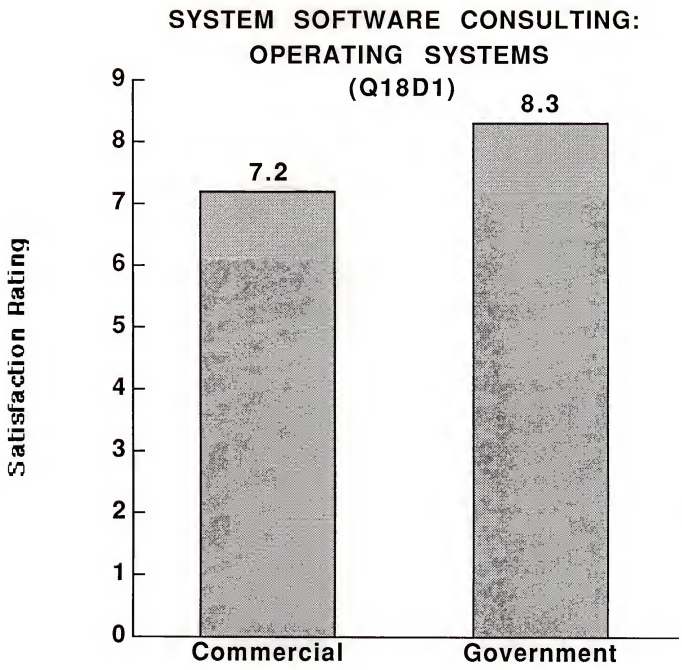



SYSTEM SOFTWARE TRAINING
(ON-SITE): STATION
(Q18B3)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
7.2
5.7
Commercial
Government

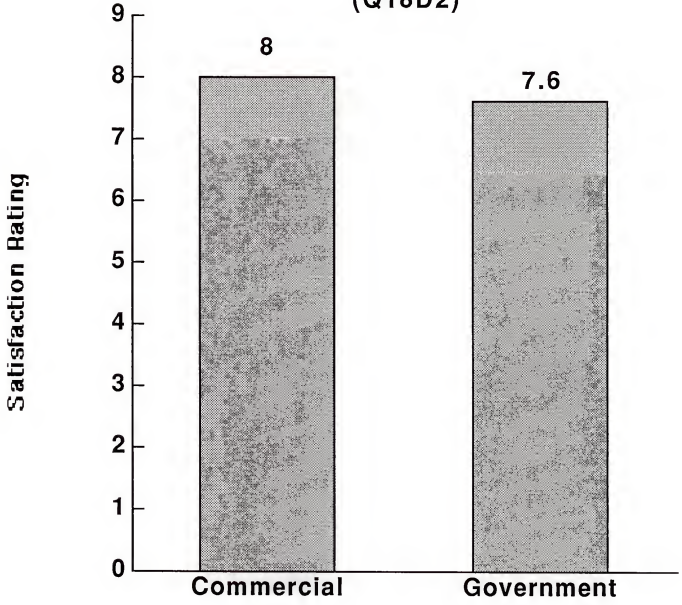

SYSTEM SOFTWARE TRAINING (CRI HQ):
OPERATING SYSTEMS
(Q18C1)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
6.7
8.3
Commercial
Government


SYSTEM SOFTWARE TRAINING
(CRI HQ): FORTRAN
(Q18C2)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
7.1
8
Commercial
Government

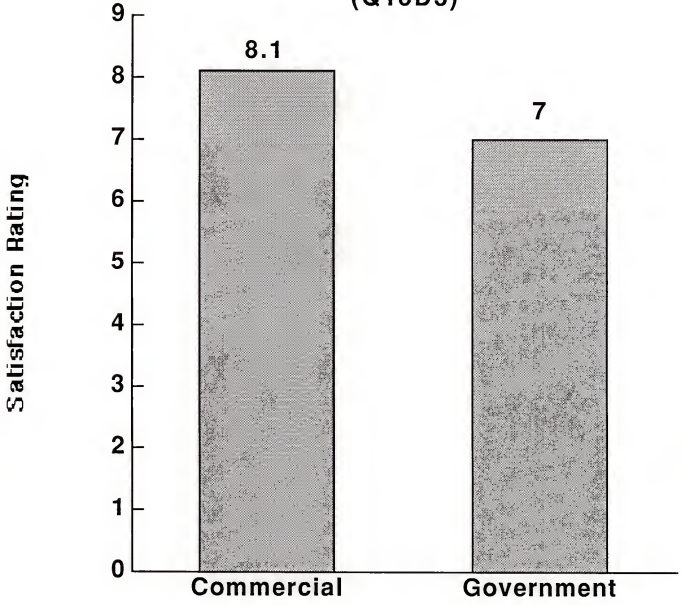

SYSTEM SOFTWARE TRAINING
(CRI HQ): STATION
(Q18C3)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
6.9
8.5
Commercial
Government


SYSTEM SOFTWARE CONSULTING:
OPERATING SYSTEMS
(Q18D1)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
7.2
8.3
Commercial
Government

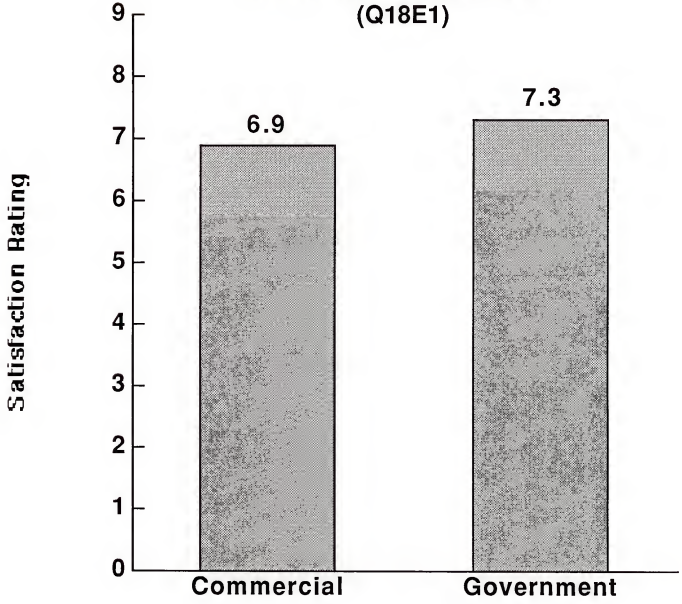
SYSTEM SOFTWARE CONSULTING: FORTRAN (Q18D2)

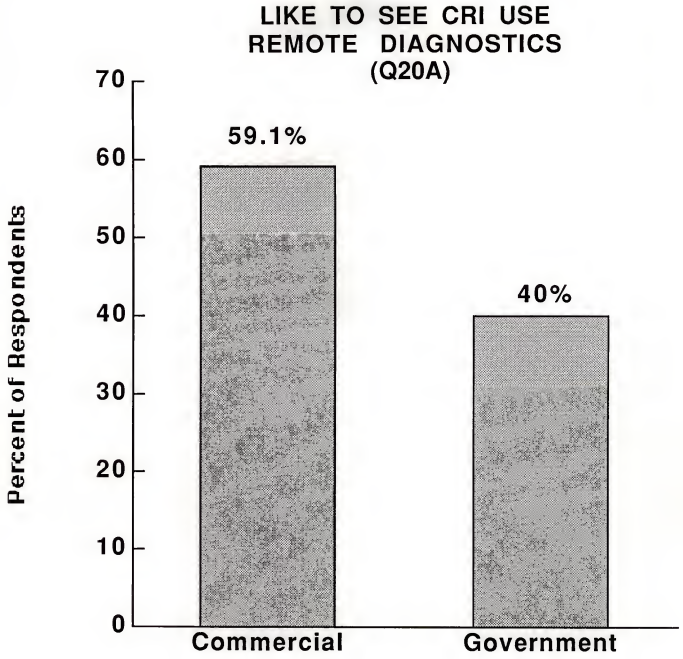


SYSTEM SOFTWARE CONSULTING: STATION (Q18D3)

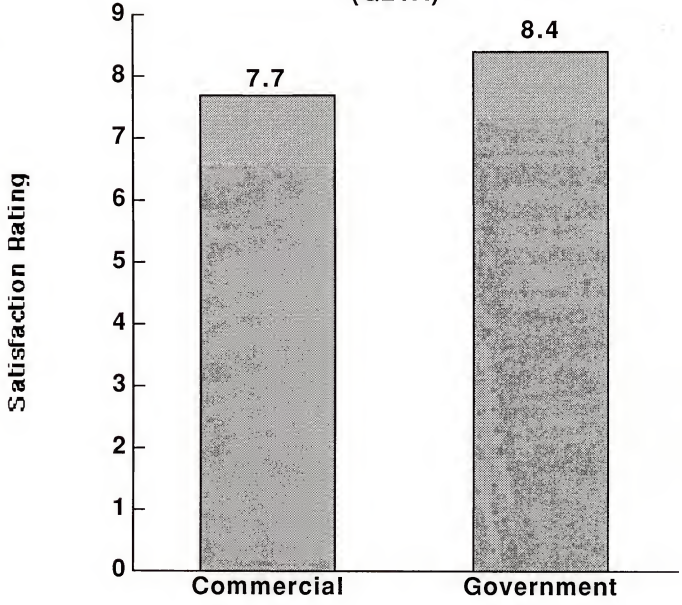


SYSTEM SOFTWARE ESCALATION: OPERATING SYSTEMS (Q18E1)

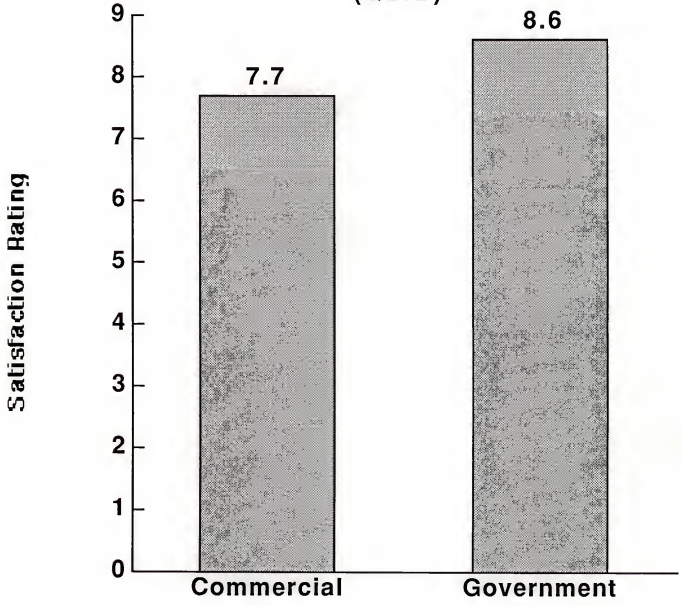


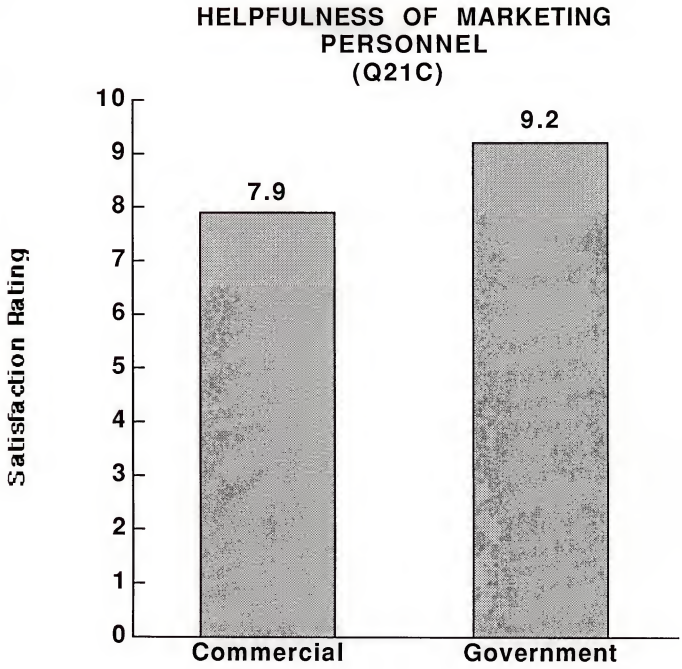

LIKE TO SEE CRI USE
REMOTE DIAGNOSTICS
(Q20A)
Percent of Respondents
70
60
50
40
30
20
10
0
59.1%
40%
Commercial
Government

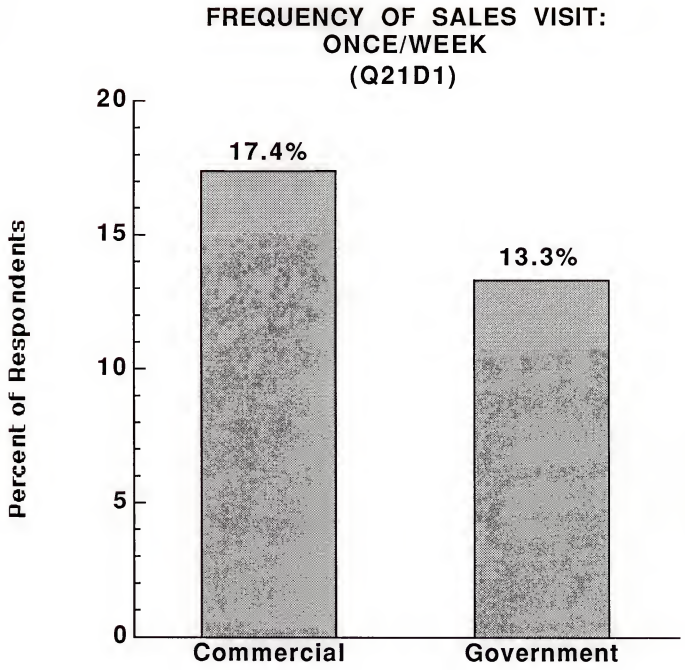
CRI RESPONSIVE TO OVERALL NEEDS
(Q21A)

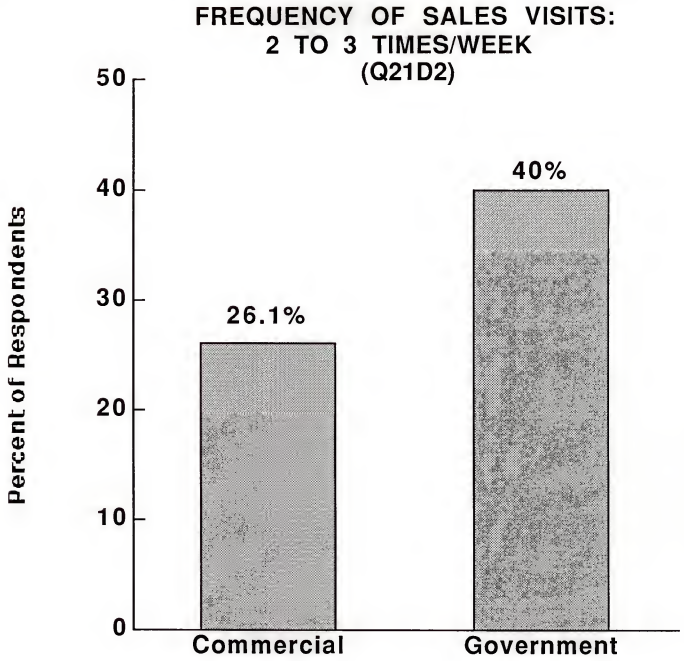


RESPONSES TO FINANCIAL QUESTIONS (Q21B)

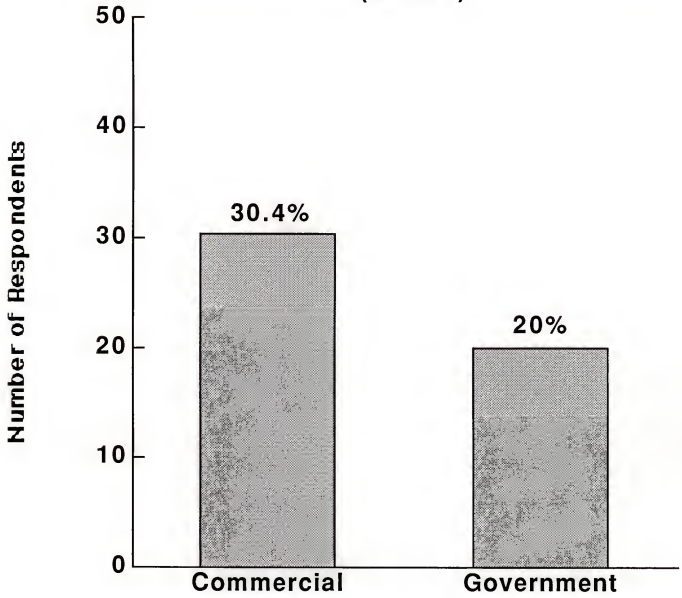


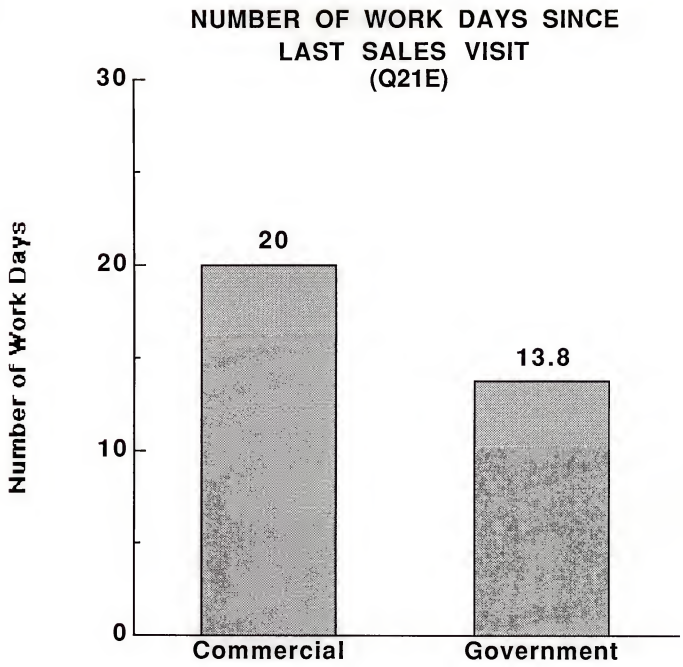

HELPFULNESS OF MARKETING PERSONNEL
(Q21C)
Satisfaction Rating
10
9
8
7
6
5
4
3
2
1
0
7.9
9.2
Commercial
Government


FREQUENCY OF SALES VISIT:
ONCE/WEEK
(Q21D1)
Percent of Respondents
20
15
10
5
0
17.4%
13.3%
Commercial
Government


FREQUENCY OF SALES VISITS:
2 TO 3 TIMES/WEEK
(Q21D2)
Percent of Respondents
50
40
30
20
10
0
26.1%
40%
Commercial
Government

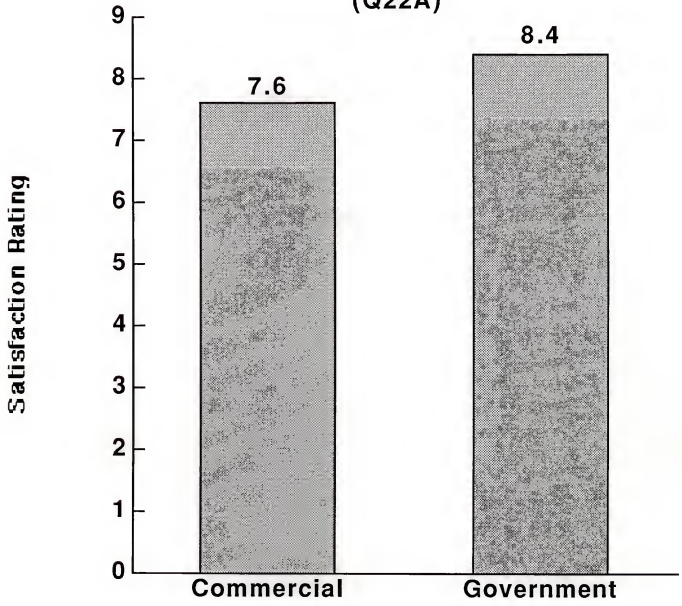
FREQUENCY OF SALES VISITS: OTHER (Q21D4)



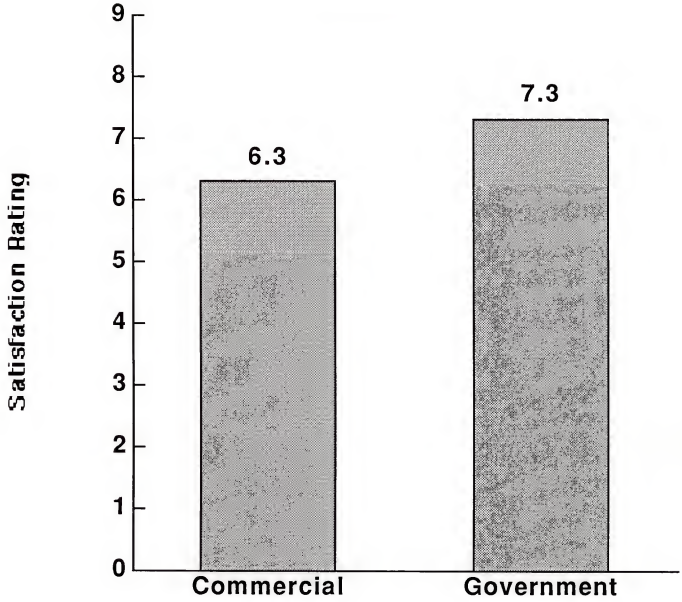

NUMBER OF WORK DAYS SINCE
LAST SALES VISIT
(Q21E)
Number of Work Days
30
20
10
0
20
13.8
Commercial
Government

OVERALL MAINTENANCE SATISFACTION

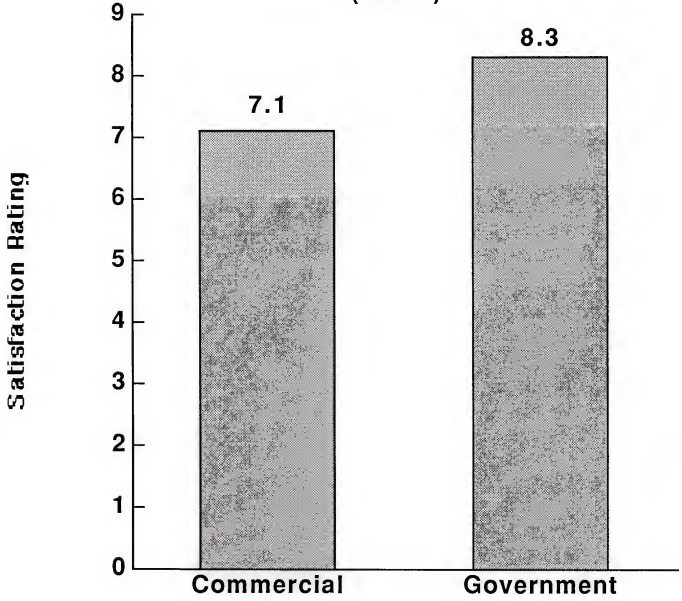
(Q22A)

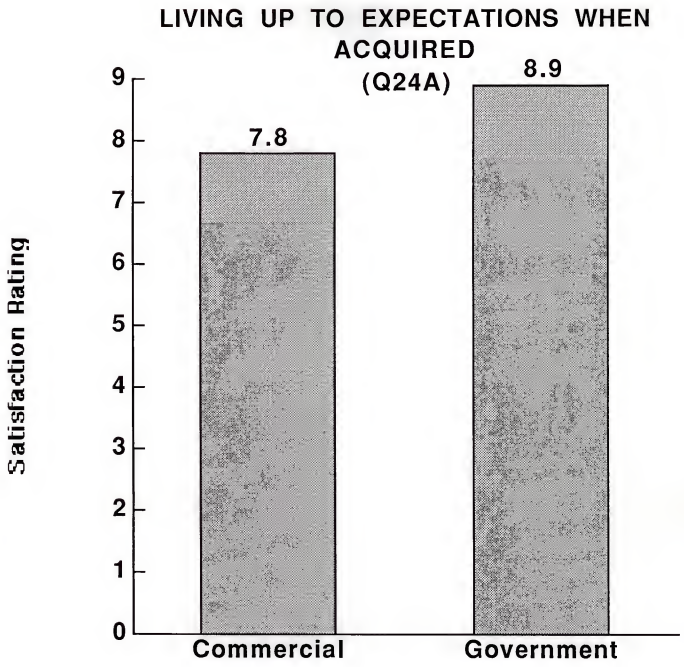


PRICE OF MAINTENANCE (Q22B)



SENIOR MANAGEMENT INTERACTION (Q22C)




LIVING UP TO EXPECTATIONS WHEN ACQUIRED
(Q24A)
Satisfaction Rating
9
8
7
6
5
4
3
2
1
0
7.8
8.9
Commercial
Government